



IP Telephony

Contact Centers

Mobility

Services

**FACT  
SHEET**

# Self Help Solutions

## Overview

Avaya IP Office, used in conjunction with VoiceMail Pro\*, can provide powerful interactive voice response capabilities (IVR), delivering automated services that can be tailored to meet many customer self-service requirements. By adding optional text-to-speech to the IVR application, IP Office can automatically converse with your customers in many languages, providing real-time voice access to information, 24/7/365.

## Capabilities

VoiceMail Pro provides an easy-to-use, multi-level configuration tool, the VoiceMail Pro Manager, that makes it possible to construct an interactive system, based upon DTMF telephone key entry (i.e., “enter 1 for sales, 2 for support,” etc.). As a caller passes through any part of the defined call flow, the system is capable of interacting with most third-party databases through the use of the standards-based ADO interface (ActiveX data objects): retrieving information from a database and writing information into databases. The information entered by the caller can be used to route the call or provide spoken information to the caller (i.e., “Your balance is \_\_\_\_.”).

### Common IVR applications:

- Telephone banking (i.e., account inquiries, transfers)
- Order processing; order and shipping status inquiries
- Customer survey/vote/request lines
- Telephone-based inquiry systems
- Automated appointment setup and confirmation
- Intelligent call routing based upon database look-ups
- Audio text/information services, such as product information, store location/contact details, weather reports
- Prescription refills
- Shopping over the telephone

## Benefits

- Eliminating the need for agents to answer repetitive questions
- Reducing errors in data capture/input
- Providing customers with 24/7 access to information and services
- Increasing your ability to “push” information to your callers
- Effectively routing calls to the appropriate support personnel
- Immediately answering calls even if all employees are busy
- Reducing contact centre costs by reducing the need for live agents

### Avaya Advantage

The ability to interact with third-party databases and provide spoken responses via IVR makes IP Office Automated Services ideal for a wide range of business environments. See System Requirements for VoiceMail Pro.

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Feature Detail	
Extensive database connectivity to databases such as Oracle, Sybase, MS SQL server, Informix, Access, etc., using ADO (utilises the Microsoft Database Access Components - MDAC)	Integration with most e-mail systems to facilitate the forwarding of messages and alerts
Customised call handling using the VoiceMail Pro graphical user interface	Ability to tag database/caller information to a call for delivery to an agent/station or use through the IP Office TAPI interface
Integration with Microsoft CRM for screen popping	No reliance upon specialist hardware other than the IP Office
SQL Wizard for automatic script generation	Support for text-to-speech in 14 languages
Visual Basic Script support	Scalability from 4 to 30 voicemail ports
Audio prompts of any length	Voice-enabling third-party business applications
Utilise standard WAV file recordings	Integration with the Compact Contact Centre for advanced reporting
IP Office 500 systems running Professional Edition	

\* IP Office 500 systems running Professional Edition (Release 4.0) software supports VoiceMail Pro.

### About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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